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Salesforce Certified Experience Cloud Consultant Sample Questions (Q45-

Q50):

NEW QUESTION # 45

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

- A. Deploy a unique chat per topic.
- **B. Create a pre-chat form to fill out before initiating Chat.**
- C. Enable Chat for only authenticated users and pass the user's information on hidden fields.
- D. Create a flow for customers to fill out before initiating Chat.

Answer: B

Explanation:

To capture information upfront on the Experience site, the administrator should create a pre-chat form to fill out before initiating Chat. A pre-chat form is a form that appears before a chat session starts and asks customers to provide some information, such as their name, email, phone number, or issue description. This helps agents to identify the customer and prepare for the chat session.

NEW QUESTION # 46

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. Case co-ownership using Super User access
- **B. Sharing Set**
- C. OWD and Apex Sharing
- D. Sharing Map and custom permission set

Answer: B

Explanation:

A sharing set is a feature that grants community users access to records that have a lookup relationship with their user record or their account or contact record. For example, a sharing set can grant customers access to cases that have the same contact as their user record, regardless of the case owner or role hierarchy. Sharing sets are easy to configure and do not require code.

NEW QUESTION # 47

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup. How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Use Data Loader to remove all members' email addresses.
- **B. Disable the Send welcome email checkbox for the site.**
- C. Remove all profiles from the site's membership and add them again after the site is activated.
- D. Use the new Service Not Available (SNA) feature.

Answer: B

Explanation:

To ensure that customers do not receive a welcome email when the site is once again active, the administrator should disable the Send welcome email checkbox for the site. This will prevent the site from sending an email to existing members when the site is activated. The administrator can disable the Send welcome email checkbox in the Administration section of Experience Builder.

NEW QUESTION # 48

A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customer subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that only appropriate customers can see these subscriptions.

Which two user license types should be granted to customers to support this sharing requirement?

Choose 2 answers

- **A. Partner Community User**
- **B. Customer Community Plus Login User**
- C. Customer Community Login User
- D. Customer Community User

Answer: A,B

Explanation:

To support the sharing requirement of using advanced sharing rules for the custom object, CK should grant two user license types to customers: Partner Community User and Customer Community Plus Login User.

These license types allow customers to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

NEW QUESTION # 49

Ursa Major Solar wants to give customers the ability to add authorized users to view usage, billing, and payment history. Which permission should be granted to customers to add authorized users?

- A. Modify All for Usage, Billing, and Payment History
- **B. Delegated External User Administrator**
- C. View Content in Portals
- D. View and Manage Users

Answer: B

Explanation:

To give customers the ability to add authorized users to view usage, billing, and payment history, UMS should grant Delegated External User Administrator permission to customers. Delegated External User Administrator is a permission that allows customers to create new users or reset passwords for other customers in their own account. UMS can use Delegated External User Administration, which is a feature that allows UMS to assign specific users as delegated administrators who can manage external users in their own accounts.

NEW QUESTION # 50

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